

## Teacher Rollout (T1) Information Pack

### June 2009





Dear Principal / Deputy Principal,

Congratulations! Your first rollout of teacher laptops (T<sub>1</sub>) has arrived.

The focus of the T<sub>1</sub> release is to enable teachers to familiarise themselves with the DER-NSW device prior to the release to students.

Please find attached a set of instructions and checklists relating to T<sub>1</sub>. It is essential that these instructions are followed carefully and completely to avoid the laptops being locked and, therefore, unusable.

Please note that if a teacher takes a laptop home without performing their initial logon at the school site, it will disable the device, rendering it inoperable.

Please allocate device management responsibilities to a responsible member of staff who will take on the role of receipting, distributing and commissioning these laptops. This Device Manager role is an interim position until the arrival of your school Technical Support Officer.

Teachers are loaned laptops under existing Loan of School Equipment requirements. See policies and implementation procedures on the Intranet in the Policy section of the DET website. Please arrange for teachers receiving laptops to sign a loan register.

Information is enclosed in this pack for the Device Manager and for teachers who are receiving laptops.

An interim helpdesk has been established to provide support to teachers and Device Managers. Details are included in this pack.

Dianne Marshall  
Program Director  
Digital Education Revolution – NSW

# Principal / Deputy Principal

More info: <http://tinyurl.com/DERNSW-RMU-Ref>

- ☐ I have assigned a DER-NSW Device Manager and delegated the role in AMU  
<http://tinyurl.com/DERNSW-Delegate-RMU>
- ☐ I have provided the Device Manager with the instructions on asset management of the laptops prior to distribution to teachers
- ☐ I have identified the teachers to receive laptops based on appropriate guidelines e.g. Year 9 teachers, trailblazers
- ☐ I am aware that the lack of wireless network is temporary until the network is rolled out whereby then the teachers will have access to wireless connectivity on this device
- ☐ I am aware that while the wireless network is being rolled out, I can use an Ethernet cable to connect to the school's LAN and gain connectivity
- ☐ I have communicated the list of teachers eligible for a laptop to the Device Manager
- ☐ I have communicated steps to teachers on how to commission the laptop to ensure it is fully functional
- ☐ I have provided copies of this information pack to the Device Manager and teachers who are to receive laptops
- ☐ I have informed teachers of the support process for this particular rollout (see pages 10-12 for details)

# Device Manager

- ☐ I am aware of the delivery receipting process at the school (if not, please speak to your Principal or T4L coordinator for details)
- ☐ I know how to login to RMU  
<http://tinyurl.com/DERNSW-Logon-RMU>
- ☐ I know how to 'assign' the laptops to the teachers, identified by the Principal, in RMU  
<http://tinyurl.com/DERNSW-T-Assign-RMU>
- ☐ I know how to commission the teachers laptops (see page 8 and 9 for details)
- ☐ I understand that if a teacher takes a laptop home without performing their initial logon at the school, they will not be able to use it
- ☐ I know how to manage the process in RMU if the teacher laptop is reported stolen, broken, lost or is returned to the pool
- ☐ I understand that I will be the main point of contact for any newsflashes and information updates regarding the laptops
- ☐ I understand that this role will only apply to the teachers rollout (T1) and that a Technical Support Office (TSO) will be allocated to the school prior to the students rollout (S1), who will take on these responsibilities

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# Teacher with Laptop

- ☐ I am aware of the step by step laptop commission process (see page 9 and 10 for details), we suggest you ask teachers to watch the short 2min video first <http://tinyurl.com/DERNSW-2min-Commission-Vid>.
- ☐ I have signed the loan register for the laptop
- ☐ I have successfully commissioned the laptop - i.e. it is usable and did not lock
- ☐ I am aware that the lack of wireless network is temporary until the network is rolled out whereby then I will have access to wireless connectivity on this device
- ☐ I am aware that while the wireless network is being rolled out, I can use an Ethernet cable to connect to the school's LAN and gain connectivity
- ☐ I am aware of my laptop's functional constraints (see pages 5-7 for details)
- ☐ I am aware of the level of support that will be provided for this rollout (see pages 10-12 for details)
- ☐ I am aware that this device is a teaching tool and will not be completely replacing existing school computers. Applications such as reports, clickview, swat etc. will be used as usual on the existing teacher computers for the foreseeable future
- ☐ I am aware that if the laptop is lost or stolen I should immediately notify the DER-NSW Helpdesk on 1800 631 835 so the laptop can be locked
- ☐ I am aware that if the laptop is unusable, I should keep it in a safe place until the TSO arrives at the school

**PRINT AND DISTRIBUTE TO TEACHERS**

# Functional Constraints

## for T1 Release (page 1 of 3)

### Commissioning of the device:

- Please make sure the Ethernet cable is connect to the device before turning it on for the first time.
- When adding your username to commission the device, please enter your credentials as shown in the example: [john.smith3@detnsw](mailto:john.smith3@detnsw)
- It is important that you add the “@detnsw” in your login.

### Windows 7 Aero:

- The version of Windows 7 installed on the device contains a Windows XP video driver that has been provided to support the Adobe application suite. The native Windows 7 video driver will be installed on the device at a later stage once the Adobe software updates have been created and applied to the device. Windows Aero will be available once the Windows 7 driver has been reinstalled.
- Windows DVD Maker has an issue with the XP video driver that has been installed; this will be fixed when the Windows 7 driver has been reinstalled.

### DER-NSW Software installation:

- Applications will be installed on the device that meet the initial requirements of the DER-NSW program in schools. The installation of additional software on the device by teachers will not be permitted to ensure it continues to operate efficiently and effectively. Later in the program, the Department will provide a list of applications that teachers can initiate without administration privileges.

### Self-contained .exe use:

- Any self-contained executable file (a file with a .exe file extension) that has been downloaded from the Internet will not run. Policies have been applied to all DER-NSW to restrict these files from executing.

### Internet access from home:

- The Department has the responsibility of providing Internet filtering on the DER-NSW device for students and teachers, both in and out of school premises. Some of the websites that you would normally have access to from home may be blocked as a result of the filtering applied to the DER-NSW device.



# Functional Constraints for T1 Release (page 2 of 3)

## Microsoft Updates:

- Please allow Microsoft security and software updates to install without delay. Note that updates could briefly slow the performance of the machine if a sizable release has been approved.

## Screen Panning:

- The DER-NSW device currently has a Windows XP video driver installed to address a number of issues with the Adobe software installed on the device. This driver requires an alteration to the standard screen resolution setting when using the Adobe software products.
- To alter the screen resolution setting for the Adobe software, double-click on the red XGA icon on the desktop. To switch back to the standard screen resolution, double-click on the red XGA icon again.

## Storing Files:

- **DER-NSW Laptop machine based policy (local storage):**  
The Local Disk (C:) has Disk Quota enabled. This is a Windows 7 feature that applies to the whole of the C: drive. Limits are placed on where on the C: drive that teachers can save files. All DER-NSW devices have policies applied which limit teacher access to 100 gigabytes (GB) of the C: drive for file storage.

## Internet Explorer 8

- Microsoft Internet Explorer 8 (IE8) has been installed on the device. When browsing the Internet, some websites may not function correctly. To correct this, IE8 has a Compatibility View option that should display the site correctly. This function can be found in the Tools tab of IE8.

# Functional Constraints

## for T1 Release (page 3 of 3)

### **Adobe Captivate:**

- Adobe Captivate produces a dialogue box that states that administration privileges are required for full functionality of the application. Adobe has been informed and will address the issue in a software update in the near future.

### **Adobe Premiere Elements:**

- Adobe Premiere Elements starts with a user registration page. Adobe has been informed and will address the issue in the next software revision.
- Occasional rendering issues have been reported in Adobe Premiere Elements when using multi track movies. Adobe has been informed and will address the issue in a future software update.
- Some issues have been identified when taking snapshots with the device's webcam. Adobe has been informed and will address the issue in a software update in the near future.

### **Adobe Distiller:**

- Adobe Distiller may display a User Licence Agreement for registration purposes. Adobe has been informed and will address the issue in a future software update.

### **iTunes:**

- iTunes has been installed on the device. Some cataloguing issues have been identified, which will be addressed in a software update in the near future.



# Teacher Laptop Commissioning Procedure

(page 1 of 2)

1. The teacher has received their laptop, the Resource Management Utility (RMU) tasks have been completed, and the teacher has signed the school's **Loans Register**.
2. The laptop **must** be connected to a **power cable** and a standard **network cable** (CAT5) connected to the DET WAN before being turned on for the first time.
3. Turn the machine on.
4. When asked select "Start Windows Normally". A number of setup routines will be performed automatically. Please be patient and wait until the 'DET Netbook Commission Utility' screen appears.

**Note:** If the laptop does not power on it should be returned to the person at the school who provided it to the teacher.

5. When the 'DET Netbook Commission Utility' appears. The teacher is prompted to enter their username and password.

**Note:** If the laptop does not display the 'DET Netbook Commission Utility' screen call the Teacher Laptop Support Desk 1800 635 831 for further instructions.

6. Enter your teacher DET Portal login credentials and portal password: [DET User ID@DETNSW](#) e.g. [john.smith3@DETNSW](#) (note @DETNSW is in uppercase).
7. Press the 'Complete Build' button. (This process will take a few minutes to complete). The device must not be turned off during this process.
8. The logoff process will automatically commence and the device will restart.
9. Upon restart, there could be one of three outcomes on the screen:
  - CTRL+ALT+DEL appears – follow steps 10 onwards of this document.
  - Administrator login appears – scroll down the screen and switch user to continue.
  - Administrator, Student and Guest login appears – call 1800 635 831.

# Teacher Laptop Commissioning Procedure

(page 2 of 2)

10. The teacher must press CTRL+ALT+DEL.
11. The Department of Education and Training, NSW – ‘Employer Communication Devices Staff Use Policy’ screen will appear . Click OK to agree to the policy.
12. The teacher is then prompted to enter their username and password. DET Portal login credentials: DET User ID@DETNSW e.g. john.smith3@DETNSW (note @DETNSW is in uppercase).
13. Press OK to continue.
14. Restart your laptop (please do not unplug).
15. Once you have logged in again, please stay connected for 10 minutes, feel free to play while your laptop ‘Group Policy updates.

# Troubleshooting & Support

The focus of the T<sub>1</sub> release is to enable teachers to familiarise themselves with the DER-NSW device prior to the release to students. Certain support requirements will be met by the DER-NSW Help Desk and a specific contact number has been established for this purpose.

**The T<sub>1</sub>\* Help Desk number is 1800 631 835**

*\*this number will be decommissioned a few weeks after TSOs have been appointed*

Support calls that will be logged by the Help Desk may include:

- Hardware faults
- Report of lost/stolen devices
- Software/application faults
- Connection problems (wireless/network authentication, access to shares, printers, offline file share connectivity problems)
- No 2<sup>nd</sup> level support provided as the T<sub>1</sub> rollout is a familiarisation exercise for teachers
- General information regarding the DER-NSW program is located on the DET Intranet:  
<http://tinyurl.com/DER-NSW-Intranet>
- DER-NSW program advice to schools is contained in the Bulletins:  
<http://tinyurl.com/DER-NSW-Bulletins>
- Lenovo Documents – IdeaPad S10e
  - Hardware Maintenance Manual  
<http://tinyurl.com/LenovoS10eHelp>

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# Software Troubleshooting

(page 1 of 2)

Links to application support available on [TaLe](#):

[http://www.tale.edu.au/tale/live/teachers/shared/exchange/software\\_tools.jsp](http://www.tale.edu.au/tale/live/teachers/shared/exchange/software_tools.jsp)

(this link will change see below if this is not working)



This section is soon to be renamed Tool+ and will contain support for each software product including online tutorials, examples of classroom use and step-by-step guides accessed through:

<http://www.tale.edu.au/tale/live/teachers/shared/tools/schools.jsp>

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